

**The Executive**

**31 January 2006**

**Report Title:** Executive Response to the report of the Scrutiny Review of Estate Parking.

**Report of:** Director of Housing

**Wards(s) affected:** All

**Report for:** Key decision

**1. Purpose**

1.1 To set out the Executive's response to the report of the Scrutiny Review of Estate Parking.

**2. Introduction by Executive Member**

Our Estate Parking Scheme is very successful. It is established in various estates with the support of the tenants themselves, it is generally effective, we have safeguards in place against potential abuse of the system by our contractors and we are one of the very few authorities in the country that provide the service free of charge to the tenants. However it is not perfect and circumstances keep changing all the time. The department is constantly searching for new and better ways of delivering the service and bringing up to date with modern standards and expectations.

The Scrutiny Review makes a valuable contribution to this.

Housing Officers have worked closely with the Scrutiny Panel, using this opportunity to explore further ideas and to test their current plans against the rigorous scrutiny of the Panel members. They have found the process rewarding.

Almost all of the 17 recommendations are sensible and useful and most of them in line with current thinking within the service. Although one recommendation (about creating a new post of Parking Manager) is not supported (on pure value for money grounds) the bulk of the Scrutiny Review's work will be translated into real improvements on the ground.

I would like therefore to thank the members and the officers for their work.

### **3. Recommendations**

- 3.1 That the Executive agree the response.
- 3.2 That the Executive agrees that the agreed recommendations are incorporated within the Services' Business Plan and that progress is reported at regular intervals to the Housing Scrutiny panel.

*Stephen Clarke*

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←  
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### **4. Executive Summary**

- 4.1 The Executive welcomes the report of the Scrutiny Review of parking arrangements on housing estates.
- 4.2 The Scrutiny Review concentrated on the areas of:
- The current estate controlled parking scheme
  - Short stay visitor permits
  - Abandoned and untaxed vehicles
  - Secondary enforcement actions
  - Monitoring and management
- 4.3 Recommendations were made for each area and this report details the Executive Response.

### **5 Reasons for any change in policy or for new policy development (if applicable)**

N/A

### **6 Local Government (Access to Information) Act 1985**

Housing Scrutiny Review of the Council's approach to Estate Parking.

## **7. Background**

- 7.1 The pressure on parking facilities in London continues to rise and parking on public highways and council housing estates is a major issue for the Council.
- 7.2 Parking management, control and enforcement on public highways within the Council is the responsibility of the Parking Service. Parking on highways is regulated through the Road Traffic Act issued by the Department for the Environment, Food and Rural Affairs (DEFRA).
- 7.3 Parking management control and enforcement on housing estates is the responsibility of the Housing Service. Normal Road Traffic Act parking regulations do not apply to Council estates as they are classified as private property.
- 7.4 Two contractors: The Council's Parking Service and Wings Security are used to carry out the enforcement of parking restrictions and the removal of abandoned vehicles on council housing estates. Wings Security operates on all estates with an estate car parking scheme, the Parking Service carries out these functions where there isn't one.
- 7.5 The Executive welcomes the Scrutiny Review and the recommendations, many of which already represent work in progress, and which both reinforce and extend the range of service improvements.

## **8. Description**

- 8.1 Response to the recommendations:  
In total 17 recommendations were made. The majority of the recommendations are agreed in full, or in principle. Only one could not be agreed at this time – Recommendation 15: which calls for the appointment of a full time parking manager. Management believe that the appropriate co-ordination and prioritisation of parking services in Housing Services can be delivered within existing resources.

## **9. Consultation**

- 9.1 The Scrutiny Panel sought the views of a range of stakeholders during the review process.
- 9.2 Where the agreed recommendations involve changes to policy or service delivery, consultation will be conducted as appropriate.

## **10. Summary and Conclusions**

10.1 The Scrutiny Review involved the examination of five aspects of Estate Parking arrangements.

Of the 17 recommendations:

- 10 are agreed in full and many are being implemented
- 6 are agreed in part or in principle
- 1 is not agreed for the reasons given.

## **11. Recommendations**

11.1 The Executive is asked to consider and endorse the response to the Scrutiny Review.

11.2 The Executive requires progress against all of the agreed actions to be reported back to the Housing Scrutiny Panel at agreed intervals.

## **12. Comments of the Head of Legal Services**

12.1 The Legal Service were consulted as part of the review process and have been fully involved in the development of new initiatives including the pilot for removal of untaxed vehicles on BroadWater Farm.

## **13. Comments of the Director of Finance**

13.1 The report refers in para 7 to the possibility of identifying additional resources. The Council has an annual Pre Business Planning process, to ensure that all competing priorities are considered within the framework of overall resources and that limited funds are targeted appropriately.

## **14. Equality Implications**

14.1 Ensuring that available parking space on housing estates is used appropriately will benefit all residents but will be particularly so for the elderly and infirm who will benefit from being able to park near to their homes.

## Scrutiny Review of Estate Parking

RECOMMENDATION	RESPONSE	COMMENTARY
<p>1. That all residents permits and visitors permits issued include a condition that states that the expiry of the tax disc displayed or failing to display a tax disc would make permits invalid.</p>	<p>Agreed.</p>	<p>This will be included in the next permit print run. The enforcement (removal) of untaxed vehicles is currently only being undertaken at Broadwater Farm as part of a pilot. Abandoned vehicles which in most instances are also untaxed are dealt with across all estates by either the Parking Service or Wings Security.</p>
<p>2. That vehicles parked showing a disabled badge need to display a parking permit as well. The permit will cover all housing estates. Failure to display both should lead to enforcement action. This needs to be widely publicised and incorporated into the Tenants Charter.</p>	<p>Agreed - in principle.</p>	<p>Most disabled residents will have applied for a parking permit in any case. In the few instances where a permit is not displayed we would assume that they are a visitor and allow them to park. Until we get the visitor parking scheme up and running, we would not wish to restrict the access to parking of disabled people.</p>

<p>3. That the Housing Service adopt a policy of allowing vehicles displaying a Health Emergency Badge (HEB) issued by the ALG to park on all housing estates in Haringey.</p>	<p>Agreed.</p>	<p>District nurses and other health professionals are already provided with permits on request. The contractors will not enforce on any vehicle displaying one of the recognised practitioner 'on call' notices. This will be extended to include the HEB.</p>
<p>4. That the Housing Service in consultation with Corporate Procurement develops a new contract that is 'fit for purpose'. In particular looking at simplification of the payment structure between the council and the contractor, to include transparency re VAT charges.</p>	<p>Agreed.</p>	<p>The current contract with Wings Security expires in December 2006. In addition the current arrangements with the Parking Service will be reviewed as part of a review of all contracted services that needs to be undertaken within the first year of the ALMO. A re-tendering of the Wings contract and a value for money review of the Parking Service arrangements will therefore both be undertaken this year and ensure that these suggestions can be fully taken on board.</p>
<p>5. That discussion take place between the Housing Service and Parking Service on the feasibility of transferring</p>	<p>Agreed - in part only.</p>	<p>The Parking Service already has responsibility for parking enforcement on all estates without car parking schemes, for which the Housing Service pays. The Housing Service has contracted enforcement on estates with</p>

<p>responsibility for the management and enforcement of parking on housing estates to the Parking Service.</p>		<p>parking schemes to Wings Security which is provided at no charge to residents and at a small cost to the Housing Service. Whilst there are no doubt benefits of having one service responsible for all parking enforcement such a decision would have to be taken with due regard to value for money, charges to residents and performance considerations.</p>
<p>6. That the Housing Service undertake a full analysis including benchmarking exercises before any increase in clamping and removal costs is agreed. The price increase can only be agreed if the increased income can finance an officer post ( see Rec 15).</p>	<p>Agreed - in principle.</p>	<p>There are no plans to allow any increases in charges in advance of the re-tendering exercise referred to above. All proposed charges will be reviewed as part of the procurement process, with due regard to the level of charges being applied elsewhere.</p>
<p>7. That the number of short stay permits for visitors on estates with parking permit schemes be 30 for any 3 months and for people eligible for concessionary</p>	<p>Agreed.</p>	<p>The Housing Service had already proposed a visitor permit scheme to be run by the Parking Service on the same basis as it makes visitor permits available to residents in (Controlled Parking Zones) CPZs. The panel heard evidence from the Parking Service that it would be prudent issue a lower</p>

<p>rates 60 for any 3 months. Two wheeled vehicles to be exempt re visitor permit requirements.</p>		<p>number of permits than currently available within CPZs, as this could lead to abuse. The service accepts this advice.</p>
<p>8. That resident and visitor permits be made available at the four customer services centres.</p>	<p>Agreed - in principle.</p>	<p>Resident's permits are already available in the Customer Services Centres. These permits are free and are issued on the production of identification and documents. Visitor's permits will be issued at a charge and will be administered by the Parking Service. At present all CPZ permits are issued via the Parking Shop reception due to the need for additional security; cash receipting etc. Until all these facilities are available in the Customer Services Centres this recommendation cannot be implemented in full.</p>
<p>9. That the proposed scheme for the removal of abandoned and untaxed vehicles on housing estates be adopted. That the scheme be piloted on Broadwater Farm for 3 months before a decision to extend it across the borough</p>	<p>Agreed.</p>	<p>This pilot involves the <u>removal</u> of vehicles that have been identified as abandoned, causing an obstruction or are untaxed. All signage has been changed to reflect this and all residents of Broadwater Farm were consulted in the development of these proposals. The pilot started in December and will be reviewed at the end March 06.</p>



is taken.		
10. That the Housing Department undertakes consultation with Housing Area Forums and residents before the proposed scheme to remove abandoned and untaxed vehicles is rolled out across other areas of the borough.	Agreed	All residents will be fully consulted with regard to any proposals to change existing parking arrangements.
11. That the Housing Service actively seeks to extend the coverage of the Estate Controlled Parking Scheme (ECPS) to all estates and that residents in areas currently not covered by ECPS be consulted on its introduction.	Agreed	All residents will be fully consulted with regard to any proposals to change existing parking arrangements.  All residents living on estates not covered by an existing ECPS will be consulted about introducing one over the next 6 months.
12. The Housing Service in consultation with the Parking Service and Wing	Agreed - in principle.	The existing signs are as agreed with Wing Security at the start of the current contractual arrangements. Given that this contract is shortly to be re-tendered there are no plans to

<p>Security ensures that signage is adequately placed across all estates.</p> <p>That the signs inform residents of their parking rights, are of a smaller size and display an 0845 number. In addition double yellow lines and cross hatched boxed should be marked.</p>		<p>completely replace all of these signs at the present time – the cost of this falls to the Housing Service. Any new schemes developed in the interim period will have signs which fully conform to these requirements.</p>
<p>13. That the Housing service confirms the policy and informs residents that vehicles with a SORN (Statutory Off Road Notification) will not be allowed to park on council land. Vehicles must be covered in a way as to allow the view of permits and tax disc. Non compliance will lead to the removal of the vehicle.</p>	<p>Agreed - in principle.</p>	<p>This is the approach being adopted on Broadwater Farm where the removal of untaxed vehicles is being piloted. The adoption of this as Council Policy will be subject to the review of its implementation during the pilot and further consultation.</p>

<p>14. That the proposed secondary enforcement action against motorists who cut off wheel clamps be agreed, including the re-clamp of vehicles with the owner being charged for the clamp.</p>	<p>Agreed.</p>	<p>This has been agreed with our contractors. A method statement has been drawn up and is currently with Legal for checking and sign off.</p>
<p>15. That the Director of Housing considers appointing an Estate Parking Manager with responsibility for liaison with residents, monitoring of parking activity both of the contactor and residents.</p>	<p>Not agreed.</p>	<p>This was considered during the pre business plan review process and funding for a full time post for this work cannot be agreed as there are greater priorities.</p>
<p>16. That an additional spot check procedure be implemented to check contractor performance alongside other monitoring actions.</p>	<p>Agreed.</p>	<p>This is already within the remit of Estate Service Managers but there is a need to formally monitor activity in this area.</p>

<p>17. That the Housing Service issues a comprehensive publicity document on parking on housing estates.</p>	<p>Agreed.</p>	<p>The existing document is in need of updating and will be reviewed and re-issued following decisions taken as a result of the BroadWater Farm pilot and the introduction of a wider visitor permit parking scheme currently being proposed for Wood Green initially. .</p>
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